# cognia™

**Oklahoma School Testing Program**

# ServiceNow Portal

User Guide

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# Introduction

## Purpose

This document covers logging into the Oklahoma School Testing Program (OSTP) ServiceNow® Portal and tracking and updating your Service Desk support tickets.

## Support

Cognia Service Desk representatives are available to answer questions about the OSTP ServiceNow Portal. Please use the email and phone numbers listed below to contact the Cognia Service Desk for support.

**Email:** oktechsupport@cognia.org

**Phone:** (866) 629-0220

**Hours:** 7:30 a.m. – 4:30 p.m. CST, Monday–Friday

(6:00 a.m. – 6:00 p.m. CST, Monday–Friday, during the test administration)

## Browsers Requirements

The OSTP ServiceNow Portal is supported on the following browsers and versions:

| Browser | Version(s) |
| --- | --- |
| Google Chrome™ | Latest three versions |
| Firefox® & Firefox ESR® | Latest three versions |
| Safari® | 12.0 and newer |

## User Permissions

Users have view only access to their own tickets, including the ability to post comments and add attachments. Users can *only* access their own tickets.

# Logging in and Navigation

## Logging into the Portal

Login information for the OSTP ServiceNow Portal is provided by Cognia. If you have forgotten your login information or would like to request access to the portal, please contact the Cognia Service Desk.
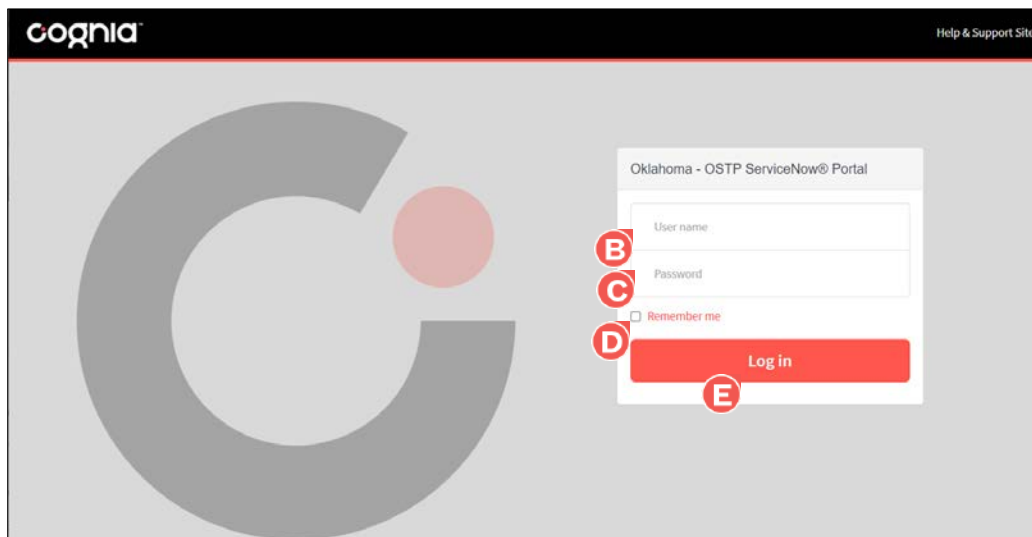
To login to the OSTP ServiceNow Portal:

1. Open the **Oklahoma Help & Support** website https://oklahoma.onlinehelp.cognia.org/, and click the **ServiceNow Portal link** Ⓐ located in the lower right of the website footer.
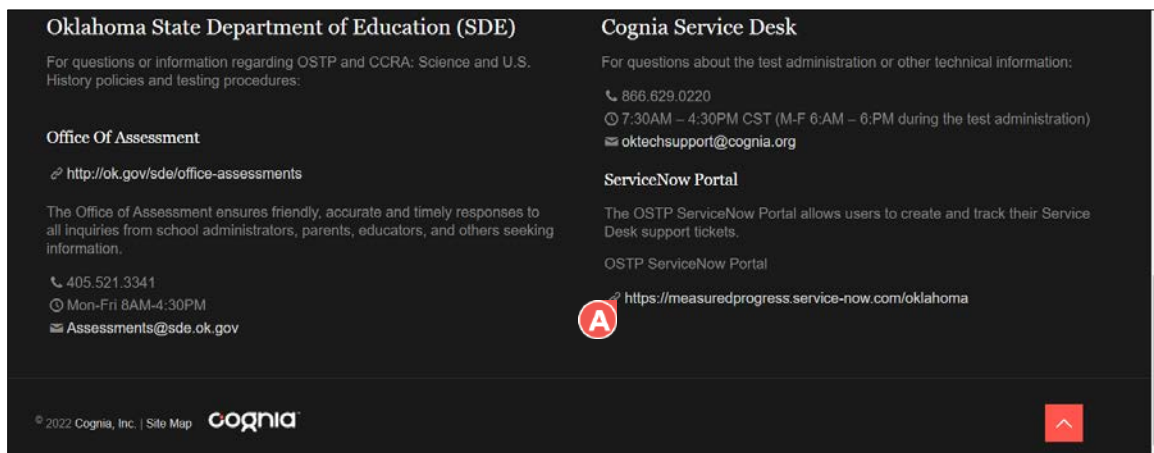
   The OSTP ServiceNow Portal login page opens in a new tab in the browser.

2. Enter your ServiceNow Portal **User name** Ⓑ and **Password** Ⓒ.

   **Tip:** Select the **Remember me** Ⓓ checkbox to save your login information.

3. Click **Log in** Ⓔ.

   You are logged into the portal and the dashboard displays.

# Navigating the Portal

When viewing the OSTP ServiceNow portal:

- Click **Help & Support Site** Ⓐ located in the far right of the portal header to open the Oklahoma Help & Support site in a new tab in the browser.

- Select your **name** Ⓑ located in the far right of the portal header, and then click **Logout** Ⓒ to log out of the portal.



When viewing the portal dashboard:

- Select the **My Incidents** Ⓓ tile to open the list of your tickets.

- Click the **Cognia Service Desk** Ⓔ tile to open a new email addressed to oktechsupport@cognia.org in the device's default email application. Sending an email to this address creates a new ticket in the portal.
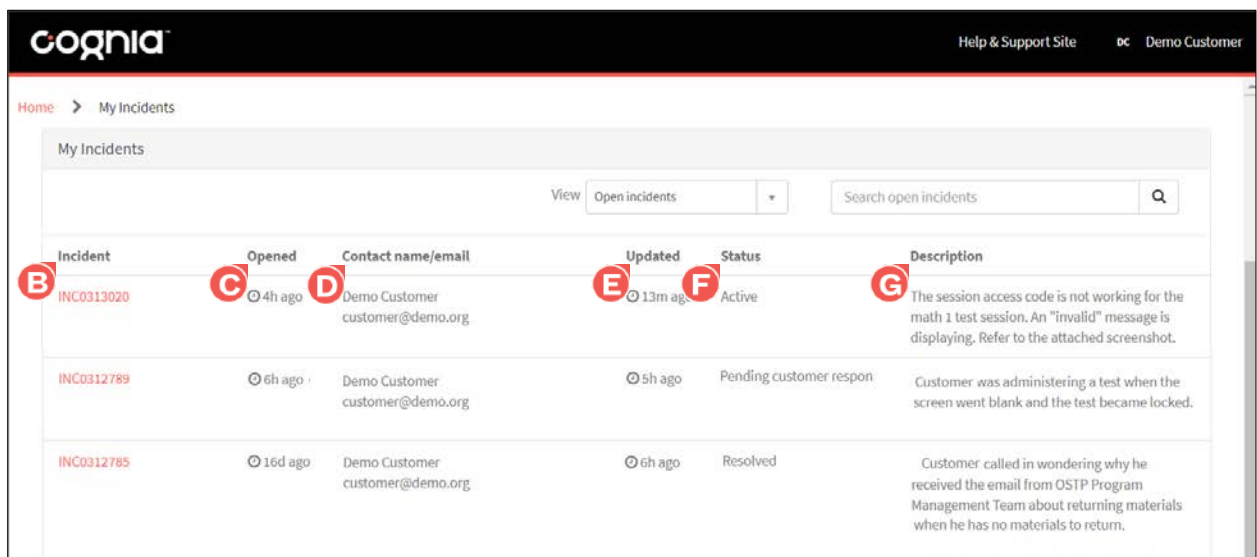
# Tickets

## Viewing the Ticket List

To view the list of your active or closed tickets:

1. Select the **My Incidents** Ⓐ tile from the portal dashboard.



The list of your active tickets displays by default with the following columns of information:

| Column Name | Column Description |
|---|---|
| **Incident** Ⓑ | Ticket number |
| **Opened** Ⓒ | How long ago the ticket was opened<br>(Hover over the duration to display a tooltip with the specific date and time the ticket was opened) |
| **Contact name/email** Ⓓ | Your name and email that is associated with the ticket |
| **Updated** Ⓔ | How long ago the ticket was last updated<br>(Hover over the duration to display a tooltip with the specific date and time the ticket was last updated) |
| **Status** Ⓕ | Status of the ticket |
| **Description** Ⓖ | Description of the ticket |

2. Options for viewing the ticket list include:

- Select **Closed incidents** from the **View** drop-down to view the list of your closed tickets. Subsequently, select **Open incidents** to view the list of your active tickets.

- Enter a specific ticket number or key word(s) in the **Search** field, and then click the **search** icon or press the **Enter** key on your keyboard to display only the ticket(s) that meet the entered search criteria. The key word(s) search for matching text in any of the available ticket detail fields.

- Click the **Show More Incidents** button located at the bottom of the list to display additional tickets. (If you do not see this button, all tickets are currently displayed.)

**Note:** Click the **Home** tab located in the upper left of the page header to return to the dashboard or click the **back** arrow in the browser.

# Viewing Ticket Details
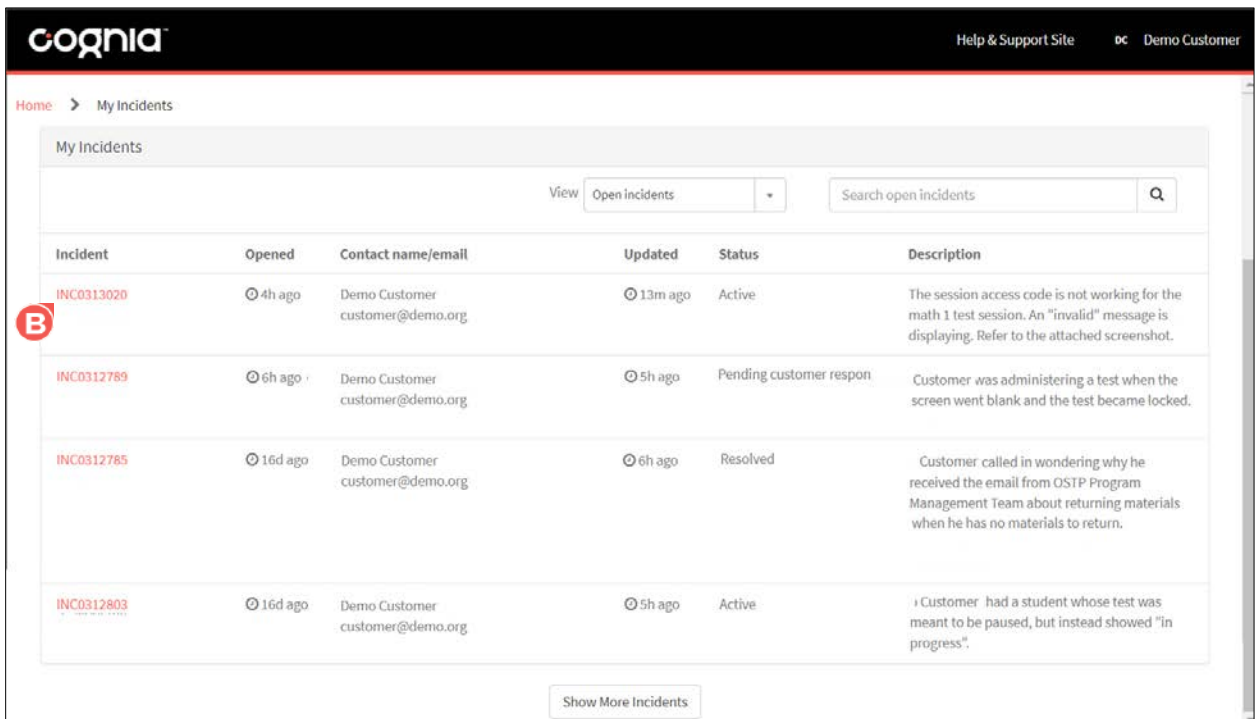
To view an active or closed ticket:

1.  Select the **My Incidents** Ⓐ tile from the portal dashboard.



The list of your active tickets displays by default.

2.  Locate the ticket in the ticket list, and then click the **ticket number** Ⓑ located in the Incident column.
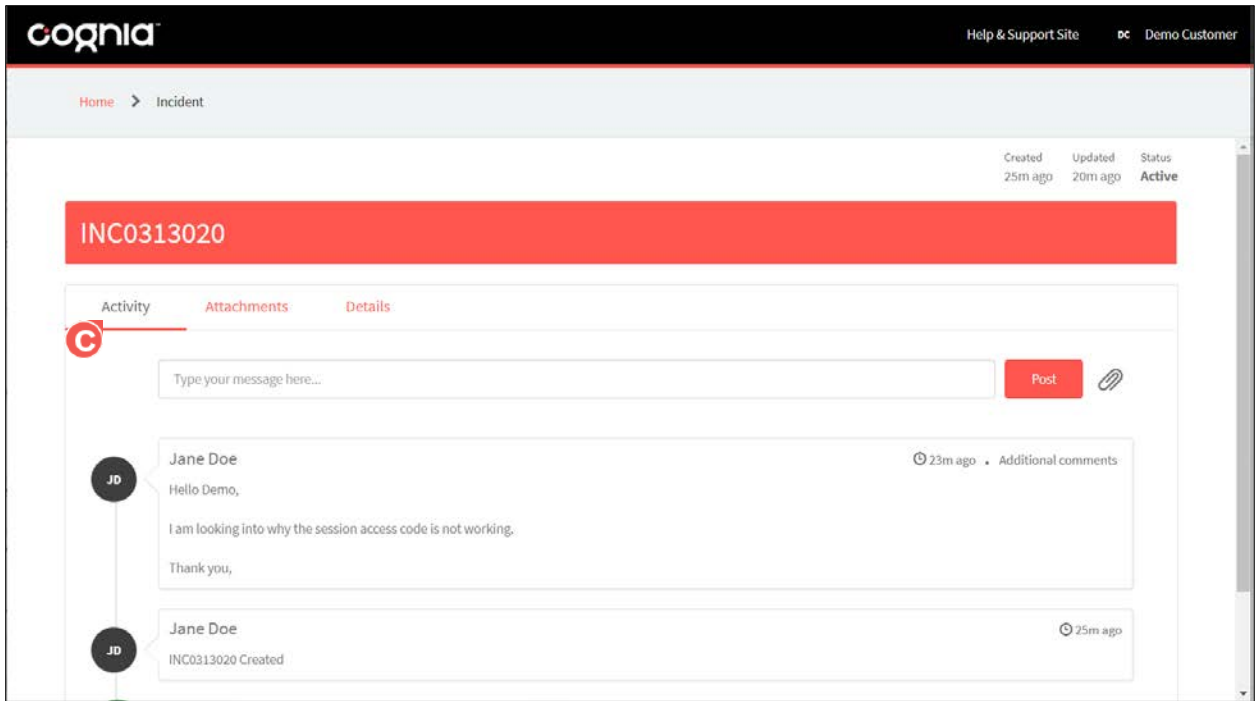


The ticket information displays, and the Activity tab is displayed by default.

3. Options for viewing a ticket:

- Click the **Activity** Ⓒ tab (selected by default) to view comments left by Cognia and to post new comments to Cognia (active tickets only).

  **Note:** When Cognia posts a new comment to your ticket, you will receive an email notification.



- Click the **Attachments** Ⓓ tab to view any files that are attached to your ticket, and to add attachments (active tickets only). Click a file attachment to download it.
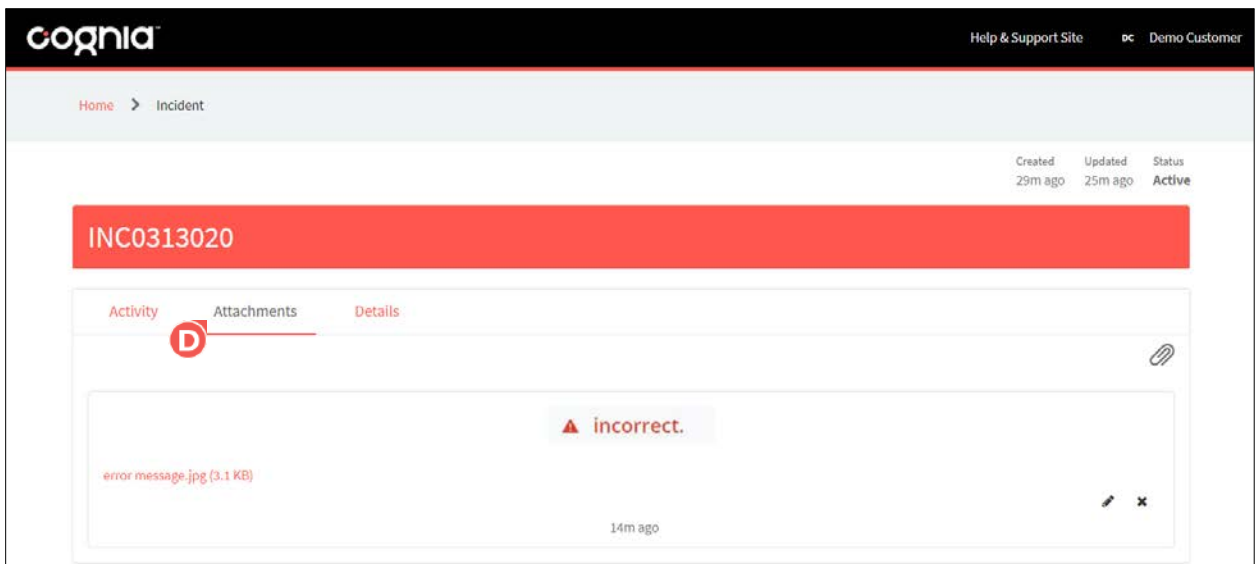
- Click the **Details** ⓔ tab to view the complete ticket details. The following information is displayed for each ticket (fields that are required by the Cognia Service Desk are marked with an asterisk):

| Field Name | Field Description |
| --- | --- |
| **Attachments** | Files that are attached to the ticket<br>(If the ticket does not contain any file attachments, this section is not displayed) |
| **Number** | Ticket number |
| **Opened** | Date and time the ticket was opened |
| **Opened by** | Name of the Cognia Service Desk representative who opened the ticket<br>(If you created the ticket, your name is displayed) |
| **Ticket source** | How the Cognia Service Desk was contacted |
| **Chat number** | Corresponding chat number for tickets created from a live chat |
| **Status** | Status of the ticket |
| **Assignment group** | Name of the group the ticket is assigned to |
| **Category** | Category of the ticket |
| **Subcategory** | Subcategory of the ticket |
| **Escalated** | Whether the ticket was escalated by the Cognia Service Desk |
| **Description** | Description of the ticket |
| **Contact name** | Your name |
| **Contact email** | Your email address |
| **Contact phone** | Your contact phone number |
| **District** | Name of your district |
| **District code** | The district code |
| **School** | Name of your school (if applicable) |
| **School code** | The school code |
| **Role** | Your role with the district or school |
| **Student data** | If applicable, any personally identifiable student information |
| **Closed** | Date and time the ticket was closed<br>(Only displayed for closed tickets) |
| **Close notes** | Ticket resolution<br>(Only displayed for closed tickets) |

**Note:** Click the **Home** tab located in the upper left of the page header to return to the dashboard or click the **back** arrow in the browser to return to your list of tickets.

# Posting a Comment in a Ticket

**Note:** Once a comment has been posted to a ticket, it CANNOT be edited or deleted.
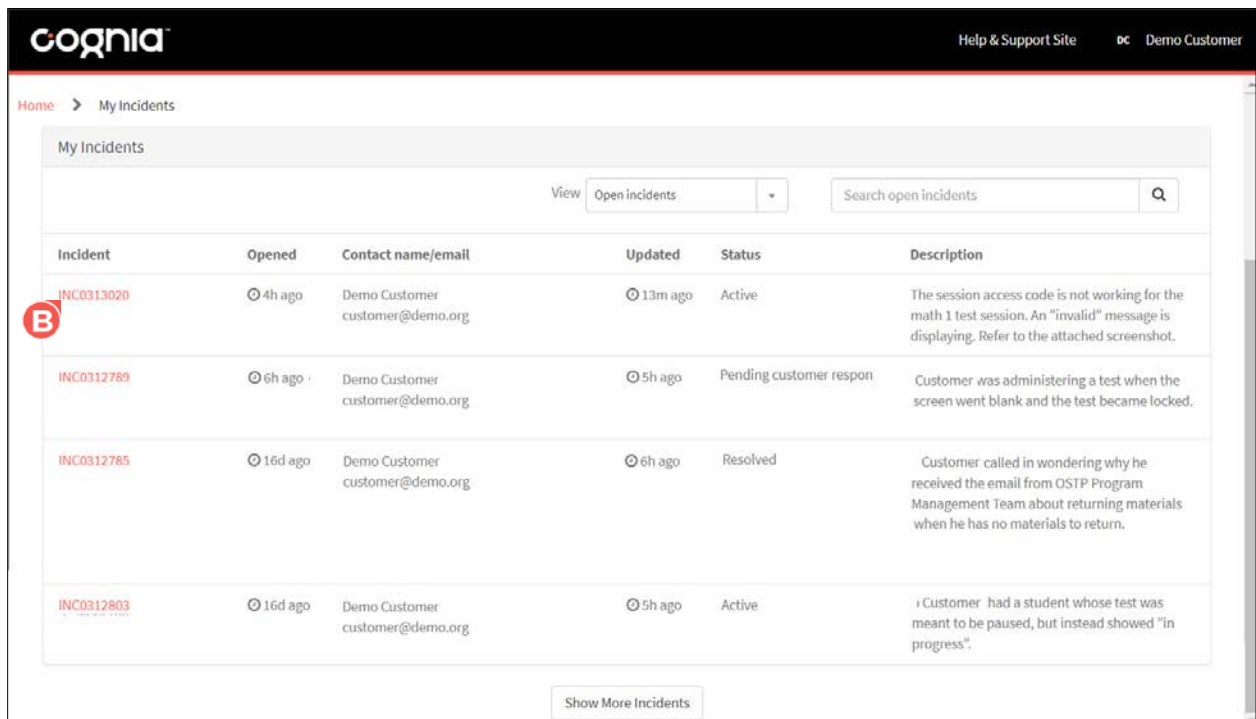
Comments cannot be posted in closed tickets.

To post a comment in a ticket for Cognia:

1.  Select the **My Incidents** Ⓐ tile from the portal dashboard.
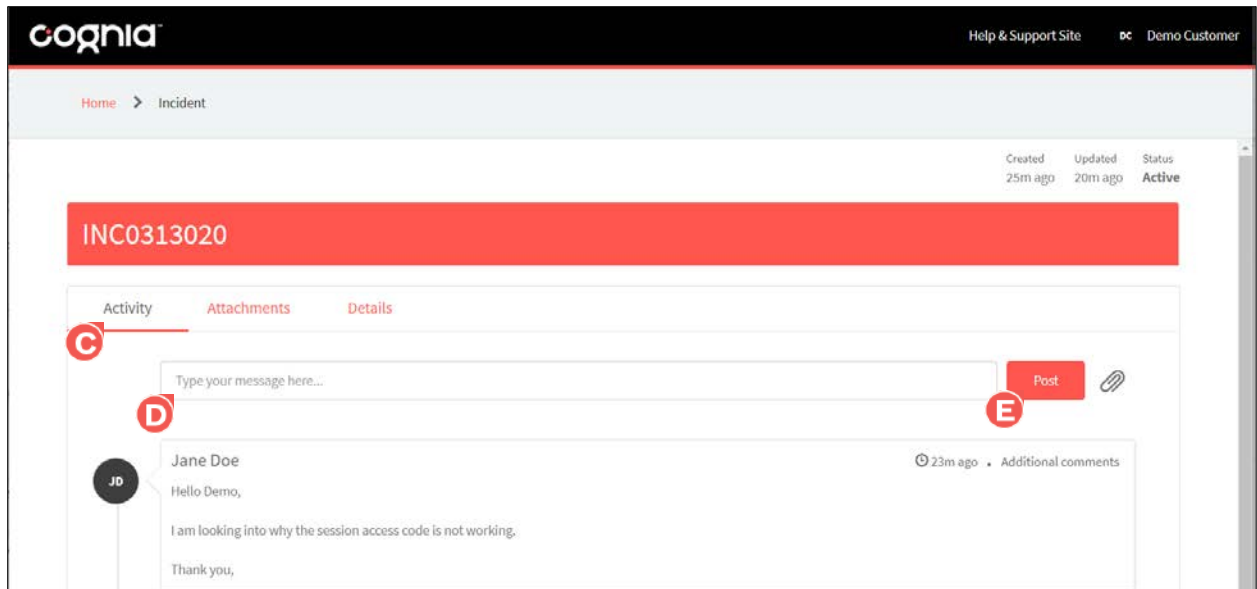


The list of your active tickets displays by default.

2.  Locate the ticket in the ticket list, and then click the **ticket number** Ⓑ located in the Incident column.



The ticket information displays, and the Activity tab is displayed by default

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3. Within the **Activity** ⓒ tab, enter your comment in the **message** ⓓ field, and then click **Post** ⓔ.

   **Note:** Once the comment has been posted, it CANNOT be edited or deleted.



Your comment is posted in the ticket and is visible within the Activity tab. The comment is also visible to Cognia.

# Adding an Attachment to a Ticket
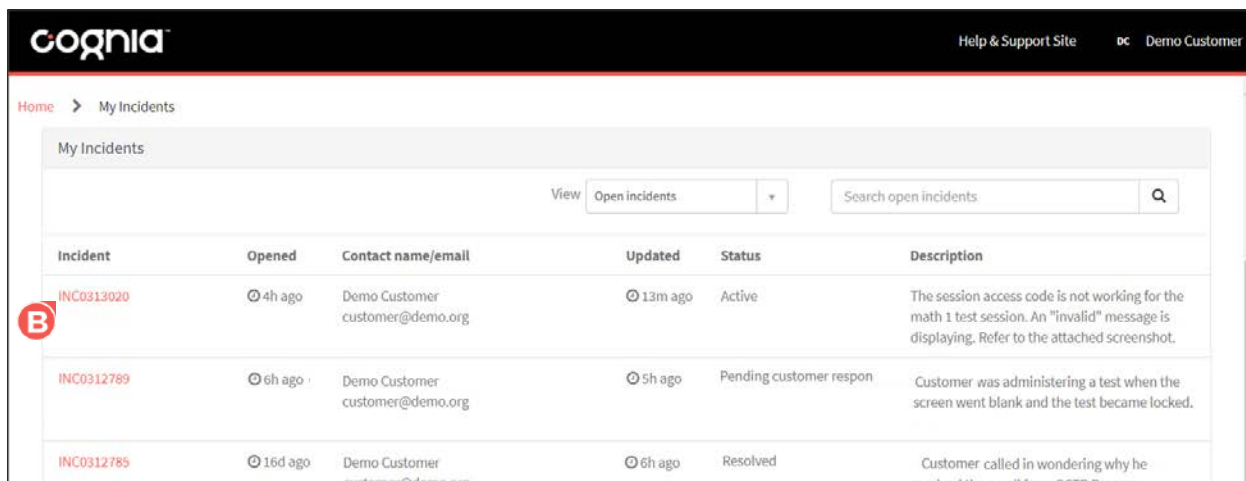
Attachments cannot be added to closed tickets.

To add an attachment in a ticket for Cognia:

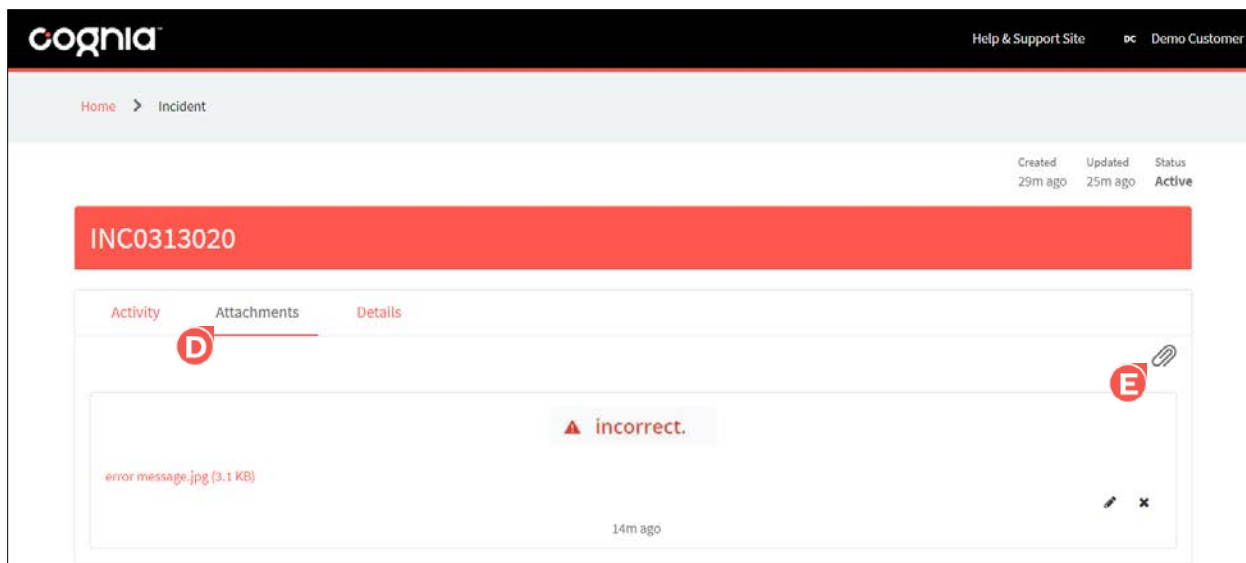1. Select the **My Incidents** Ⓐ tile from the portal dashboard.



The list of your active tickets displays by default.

**2.** Locate the ticket in the ticket list, and then click the **ticket number** Ⓑ located in the Incident column.
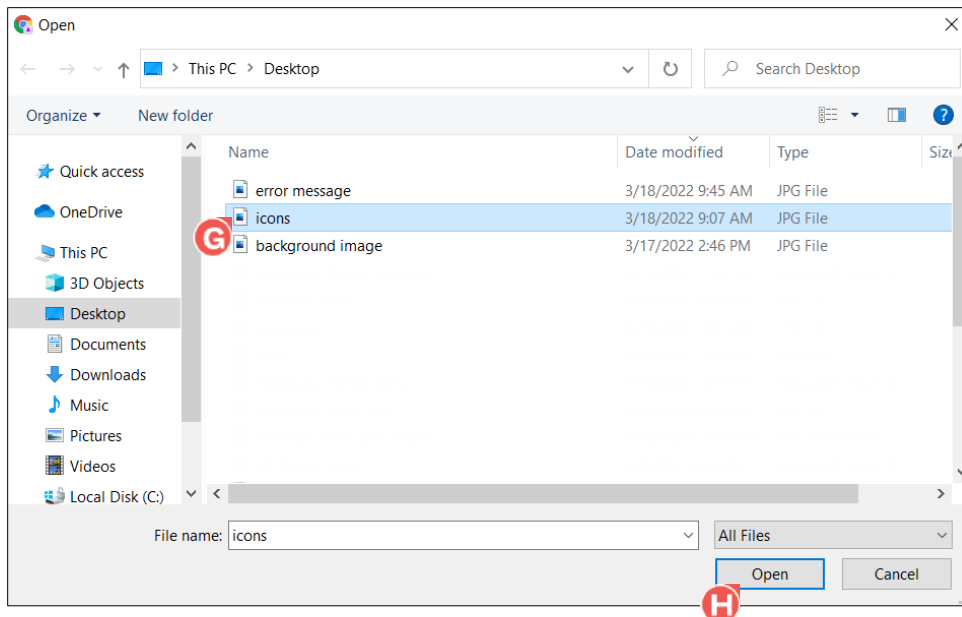


The ticket information displays, and the Activity tab is displayed by default

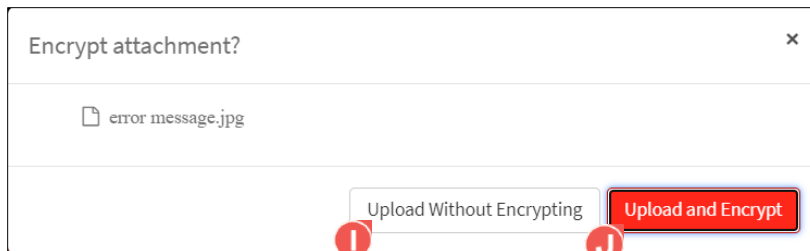**3.** Within the **Activity** Ⓒ or the **Attachments** Ⓓ tab, click the **attachment** Ⓔ icon.





A file popup opens.

4. Select the **file to attach** Ⓖ to the ticket, and then click **Open** Ⓗ.



An *Encrypt attachment* popup opens, prompting you to select whether to encrypt the attachment.

5. Select **Upload Without Encrypting** Ⓘ if the attachment does not need to be encrypted (i.e., the file does <u>not</u> contain secure information, such a student data) or **Upload and Encrypt** Ⓙ (i.e., the file <u>does</u> contain secure information, such a student data).



Your file is attached to the ticket and is visible within the Activity, Attachments, and Details tabs.

**Note:** Encrypted file attachments display a lock icon beside the file name on the Details tab.
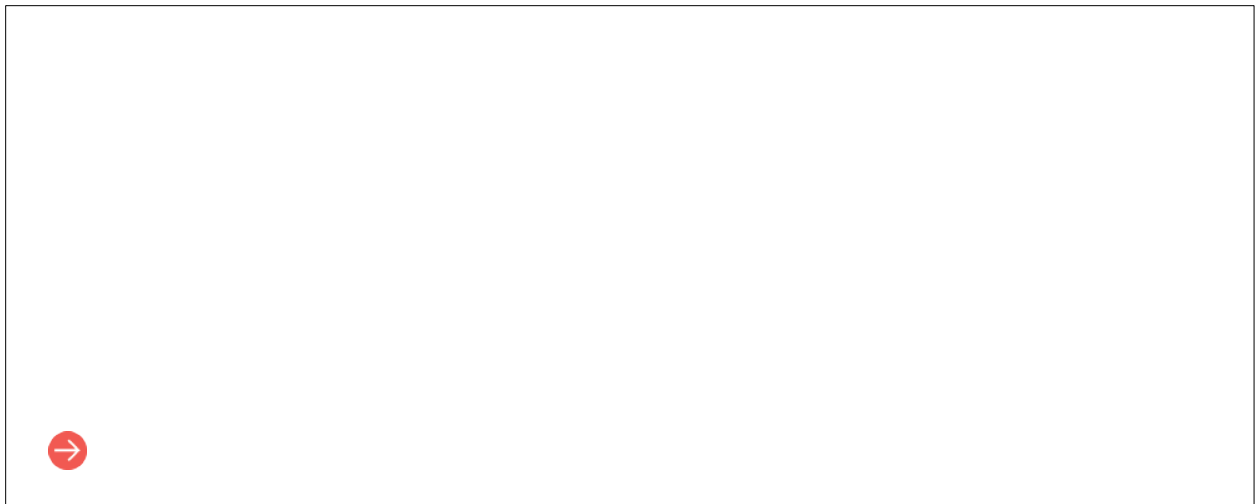
# Renaming a Ticket Attachment

To rename a ticket attachment:

1. Within the ticket, click the **Attachments** Ⓐ tab.

2. Click the **pencil** Ⓑ (edit) icon located to the far right of the attachment.

   The file name becomes editable.

3. Enter the new **file name** Ⓒ, and then click anywhere outside of the field to save the changes.
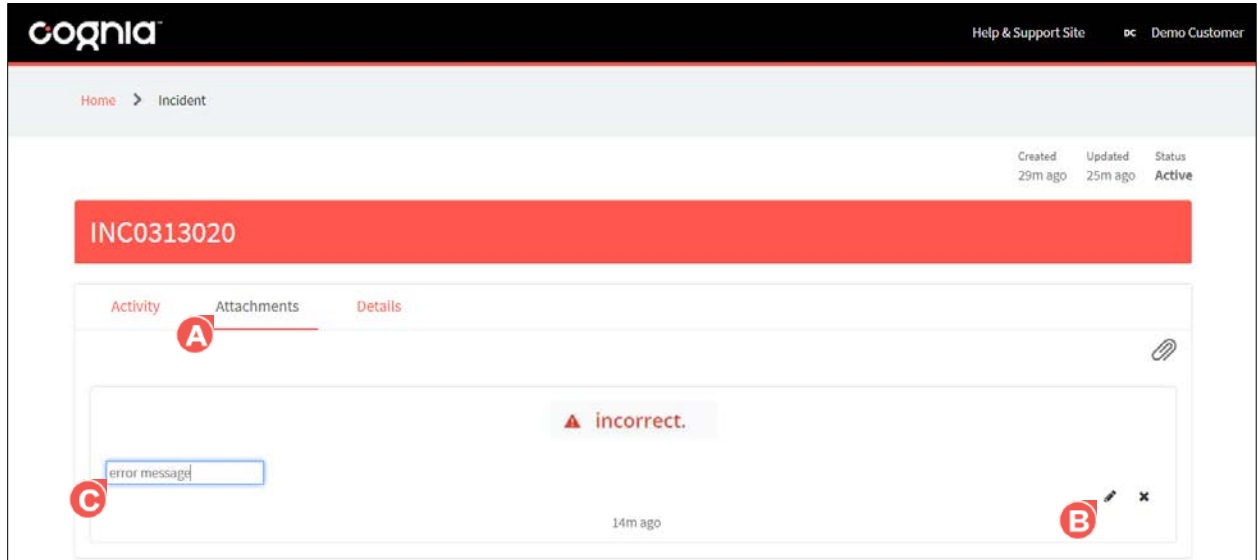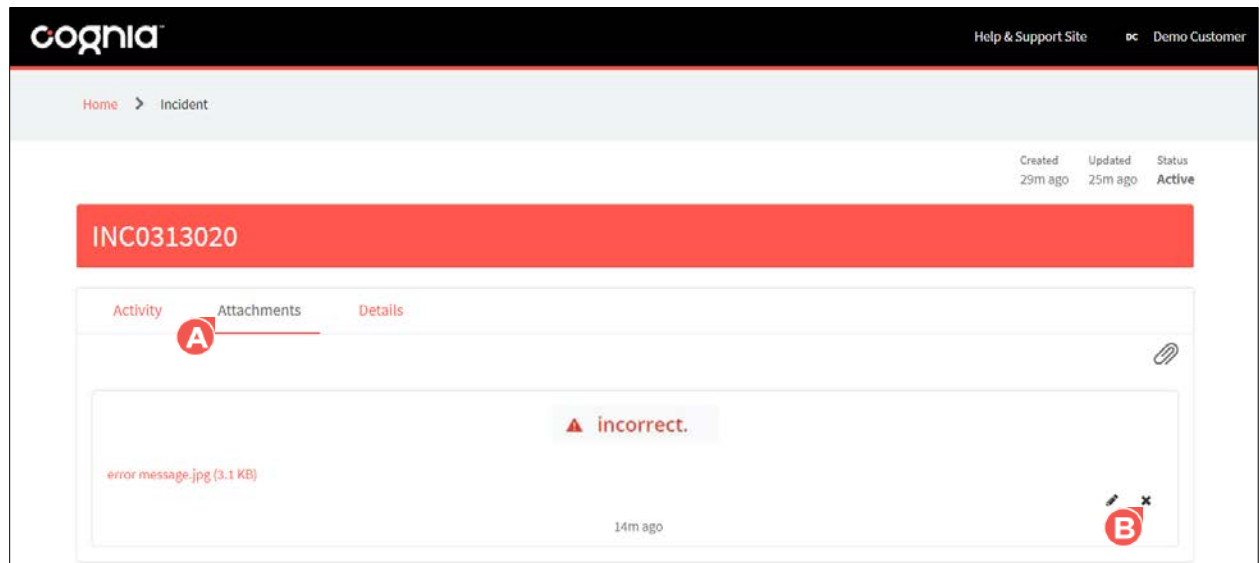


The name of the file attachment is updated.

# Deleting a Ticket Attachment

**Note:** Once an attachment has been deleted from a ticket, it cannot be restored.

To delete a ticket attachment:

1. Within the ticket, click the **Attachments** (A) tab.

2. Click the **X** (B) (delete) icon located to the far right of the attachment.



A **Delete Attachment** popup opens, prompting you to confirm the attachment should be deleted.

3. Click **OK** (C) to delete the file. (Click **Cancel** (D) if the attachment should no longer be deleted.)
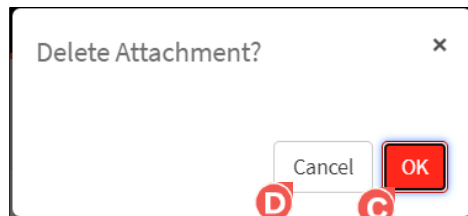


The file attachment is deleted from the ticket.